

Very Urgent - Dir. RC Kolkata - Cost of Vit. D3 illegally deducted from Reimb. Claim ID 31511918.

1 message

Col Gautam Rajrishi ,SM <dirrckolkata@echhs.gov.in>

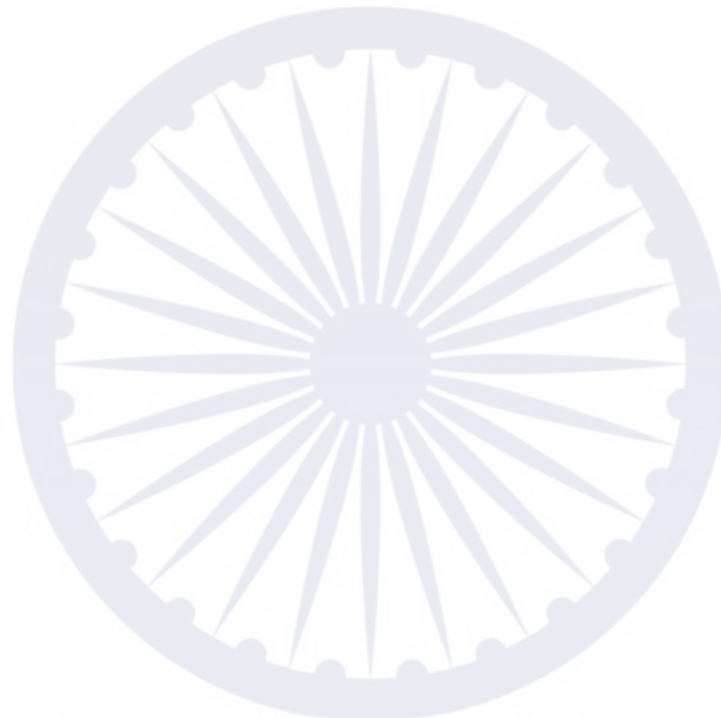
Wed, Jul 31, 2024 at 12:48

To: Lt Col Sanjoy Bhattacharyya <saltlake@echhs.gov.in>

Cc: MAJ GEN M NATARAJAN <MDECHS-MOD@nic.in>, Col Anirudh Shekhawat <DIRCOMPLAINTS-MOD@nic.in>, Smt. Mansi Mehta <us-we@desw.gov.in>, Dr. Niten Chandra IAS <secyesw@nic.in>, Col A C Nishil <DIRMEDECHS-MOD@nic.in>, @gmail.com

1. Please refer trail mail.
2. A NMI on claim ID 31511918 has already been forwarded to your Polyclinic on 30 Jul 2024 at 08:38 Hrs through BPA Portal.
3. Please upload a Certificate which is duly signed by Medical Officer your Polyclinic and countersigned by OIC certifying that Vitamin D3 60,000 IU SACHET is not available in local pharmacies and that Uprise-D3 60K Capsule has got the same composition; and hence the deduction recommended by the BPA is not justified, in the BPA Portal.
4. An early action is requested to resolve the problem of the ECHS beneficiary.

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Beneficiary Claim Status Details

Claim ID	31511918
Service No
Beneficiary Name	GOPAL CHAKRABORTY
Claimed Amount	₹ 12437.00
Approved Amount	₹ 12076.00
Processors Remark/Query	Process Complete
Current claim status	Claim Settled
Last Processed On	31-Aug-2024

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Bill Details

Particulars	Claim Amount (₹)	Polyclinic Remarks	Approved Amount (₹)	JD(HS)/Dir.Med Remarks
Procedure / Package Charges	0		0	
Radiology Charges	0		0	
Investigation & Lab Charges	0		0	
Pharmacy / Medicine Charges	12437		12076	Deducted Rs.186/- spirit, Rs.175/-cotton as not payable.
Implants / Invoices	0		0	
Doctor / Consultation / Specialist Charges	0		0	
ICU Charges	0		0	
Room Charges	0		0	
Nursing Charges	0		0	
Surgery Charges	0		0	
Others	0		0	
Total Claim	12437		12076	
Discount (if any)	0			
Net Claim Amount	12437		12076.00	

Very Urgent - Dir. RC Kolkata - Cost of Vit. D3 illegally deducted from Reimb. Claim ID 31511918.

1 message

Gopal Chakraborty <[redacted]@gmail.com>

Wed, Aug 21, 2024 at 13:11

To: Col Gautam Rajrishi ,SM <dirrcolkata@echhs.gov.in>

Cc: Lt Col Sanjoy Bhattacharyya <saltlake@echhs.gov.in>, MAJ GEN M NATARAJAN <MDECHS-MOD@nic.in>, Col Anirudh Shekhawat <DIRCOMPLAINTS-MOD@nic.in>, Smt. Mansi Mehta <us-we@desw.gov.in>, Dr. Niten Chandra IAS <secyesw@nic.in>, Col A C Nishil <DIRMEDECHS-MOD@nic.in>, Jt Dir (Med) Hospital Supply ECHS <jdhskolkata@echhs.gov.in>

Respected Director RC Kolkata,
You directed the OIC PC Salt Lake to:

"3. Please upload a Certificate which is duly signed by Medical Officer your Polyclinic and countersigned by OIC certifying that Vitamin D3 60,000 IU SACHET is not available in local pharmacies and that Uprise-D3 60K Capsule has got the same composition; and hence the deduction recommended by the BPA is not justified, in the BPA Portal."

The OIC, however, has not included the statement "hence the deduction recommended by the BPA is not justified" resulting into utterly impotent certificate and denial of the reimbursement of the cost of vitamin d 3 again today. (Certificate and BPA's website screenshot attached.)

The fact remains that your crystal clear instruction has not been properly followed by the OIC. Denial of the said reimbursement is a possible law suit and cause of mental harassment.

Requisition:

Please ask the OIC to prepare afresh the certificate and upload the same in the BPA's website. Please take necessary action against the OIC PC Salt Lake.

Particulars of my father:

Nk Gopal Chakraborty (retired)

Polyclinic: Salt Lake, Regional Centre: Kolkata, West Bengal

With regards,

Anirban Chakraborty

S/o Nk Gopal Chakraborty (Retired)

2 No. Motilal Colony, P.O.: Rajbari Colony,

Calcutta 700081, (North) 24 Parganas, West Bengal,

|
|

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47	31295512	GOPAL CHAKRABORTY	GOPAL CHAKRABORTY	25/05/2024	48620.00	8224	8224.00	Approved [RC. Dir]	21- Jul-2024	RC - JD [A & A] - Accounts
48	31511918	GOPAL CHAKRABORTY	GOPAL CHAKRABORTY	26/06/2024	12437.00	117070.00		Claim Authorized [BPA]	21- Aug-2024	
49	31512330	GOPAL CHAKRABORTY	GOPAL CHAKRABORTY	08/07/2024	2000.00	0	0.00	Scrutinizer Verified	14- Aug-2024	BPA

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OIC PC Salt Lake - Please provide a copy of the certificate in the Claim ID 31511918.

1 message

Gopal Chakraborty <[REDACTED]@gmail.com>
To: Col Soumitra Mukherjee <saltlake@echhs.gov.in>

Mon, Aug 19, 2024 at 06:10

? Respected Officer-In-Charge PC Salt Lake,
It is to request you again to provide me by email a copy of the certificate uploaded to the BPA in the claim ID 31511918 on the order of the Director RC Kolkata. Thanks.

With regards,
Anirban Chakraborty
S/o Nk Gopal Chakraborty (Retired)
2 No. Motilal Colony, P.O.: Rajbari Colony,
Calcutta 700081, (North) 24 Parganas, West Bengal,

On Wed, Jul 31, 2024, 12:48 Col Gautam Rajrishi ,SM <dirrckolkata@echhs.gov.in> wrote:

1. Please refer trail mail.
2. A NMI on claim ID 31511918 has already been forwarded to your Polyclinic on 30 Jul 2024 at 08:38 Hrs through BPA Portal.
3. Please upload a Certificate which is duly signed by Medical Officer your Polyclinic and countersigned by OIC certifying that Vitamin D3 60,000 IU SACHET is not available in local pharmacies and that Uprise-D3 60K Capsule has got the same composition; and hence the deduction recommended by the BPA is not justified, in the BPA Portal.
4. An early action is requested to resolve the problem of the ECHS beneficiary.

with best wishes

Director ECHS RC Kolkata
Ex Servicemen Contributory Health Scheme
HQ Eastern Command

From: [REDACTED] <[REDACTED]@gmail.com>

To: "Col Gautam Rajrishi ,SM" <dirrckolkata@echhs.gov.in>

Cc: "Lt Col Sanjoy Bhattacharyya" <saltlake@echhs.gov.in>, "Col TG Singh" <jdhskolkata@echhs.gov.in>, "MAJ GEN M NATARAJAN" <MDECHS-MOD@nic.in>, "Col Anirudh Shekhawat" <DIRCOMPLAINTS-MOD@nic.in>, "Smt. Mansi Mehta" <us-we@desw.gov.in>, "Dr. Niten Chandra IAS" <secyesw@nic.in>, "Col A C Nishil" <DIRMEDECHS-MOD@nic.in>

Sent: Tuesday, July 30, 2024 10:18:08 AM

Subject: Re: Very Urgent - Dir. RC Kolkata - Cost of Vit. D3 illegally deducted from Reimb. Claim ID 31511918.

Respected Director RC Kolkata,
I have herewith attached the document containing the explanation sought and a follow up complaint in public interest. Please do the needful at the earliest. Thanks.

With regards,
Anirban Chakraborty
S/o Nk Gopal Chakraborty (Retired)
2 No. Motilal Colony, P.O.: Rajbari Colony,
Calcutta 700081, (North) 24 Parganas, West Bengal,

On Sat, Jul 27, 2024, 13:47 Col Gautam Rajrishi ,SM <dirrckolkata@echhs.gov.in> wrote:

OIC PC Salt Lake - Please provide a copy of the certificate in the Claim ID 31511918.

1 message

Lt Col Sanjoy Bhattacharyya <saltlake@echhs.gov.in>
To: I @gmail.com

Mon, Aug 19, 2024 at 08:29

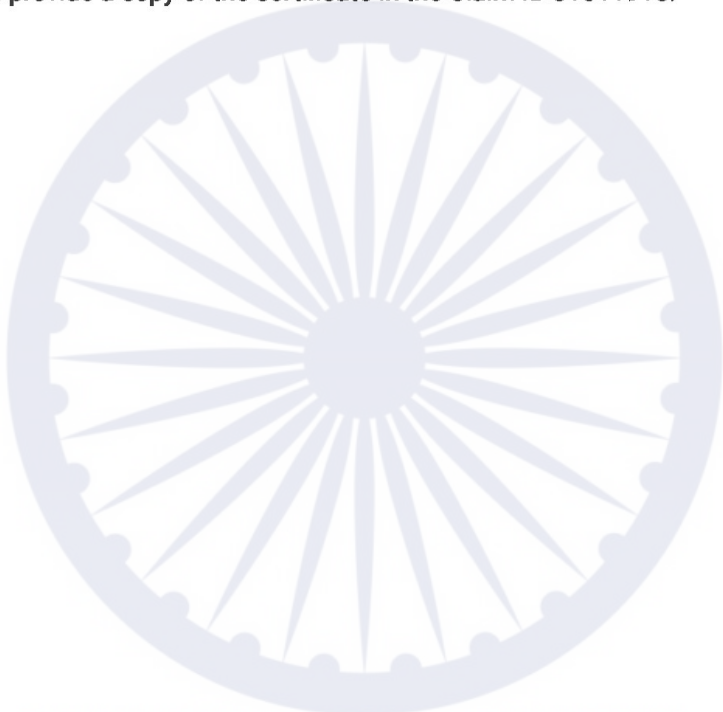
Dear Sir,

- 1. Please ref your trail mail.
- 2. Certificate as desired is enclosed.

Wishing Your Good Health and Happiness Always.

Warm Regards,
Lt Col S Bhattacharyya (Retd)
OIC PC Saltlake

From: I @gmail.com
To: "Lt Col Sanjoy Bhattacharyya" <saltlake@echhs.gov.in>
Sent: Monday, August 19, 2024 6:10:35 AM
Subject: OIC PC Salt Lake - Please provide a copy of the certificate in the Claim ID 31511918.
[Quoted text hidden]




TO WHOM IT MAY CONCERN

1. This is to certify that Vitamin D3 60,000 IU SACHET and UPRISE D3 60K CAPUSLE both have same molecular composition.
2. As per statement of the patient party D3 IU SACHET was not available in local pharmacies.

Date : 31 Jul 2024


(Sign of Medical Officer)
Col Jayanta Roy (Retd.)
Medical Officer
ECHS Polyclinic Salt lake

COUNTERSIGNED


31/7/24
Lt Col Sanjoy Bhattacharyya (Retd)
Officer-In-Charge
ECHS Polyclinic, Salt Lake

To OIC PC Salt Lake - Very Urgent - Dir. RC Kolkata - Cost of Vit. D3 illegally deducted from Reimb. Claim ID 31511918.

1 message

Gopal Chakraborty <[redacted]@gmail.com>
To: Col Soumitra Mukherjee <saltlake@echhs.gov.in>
Cc: Dir RC Kolkata ECHS <dirrcolkata@echhs.gov.in>

Thu, Aug 8, 2024 at 12:54

? Respected Officer-In-Charge PC Salt Lake,
Kindly look into the NMI dated 8th August 2024 in my father's Claim ID 31511918.
ECHS Card No.

Also, please provide me a copy of the certificate that you issued and uploaded to the BPA's website on the direction of the Director RC Kolkata. Thanks.

With regards,
Anirban Chakraborty
S/o Nk Gopal Chakraborty (Retired)
2 No. Motilal Colony, P.O.: Rajbari Colony,
Calcutta 700081, (North) 24 Parganas, West Bengal,

On Wed, Jul 31, 2024, 12:48 Col Gautam Rajrishi ,SM <dirrcolkata@echhs.gov.in> wrote:

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with best wishes

Director ECHS RC Kolkata
Ex Servicemen Contributory Health Scheme
HQ Eastern Command

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From: [redacted]@gmail.com
To: "Col Gautam Rajrishi ,SM" <dirrcolkata@echhs.gov.in>
Cc: "Lt Col Sanjoy Bhattacharyya" <saltlake@echhs.gov.in>, "Col TG Singh" <jdhskolkata@echhs.gov.in>, "MAJ GEN M NATARAJAN" <MDECHS-MOD@nic.in>, "Col Anirudh Shekhawat" <DIRCOMPLAINTS-MOD@nic.in>, "Smt. Mansi Mehta" <us-we@desw.gov.in>, "Dr. Niten Chandra IAS" <secyesw@nic.in>, "Col A C Nishil" <DIRMEDECHS-MOD@nic.in>
Sent: Tuesday, July 30, 2024 10:18:08 AM
Subject: Re: Very Urgent - Dir. RC Kolkata - Cost of Vit. D3 illegally deducted from Reimb. Claim ID 31511918.

Respected Director RC Kolkata,
I have herewith attached the document containing the explanation sought and a follow up complaint in public interest. Please do the needful at the earliest. Thanks.

With regards,
Anirban Chakraborty
S/o Nk Gopal Chakraborty (Retired)
2 No. Motilal Colony, P.O.: Rajbari Colony,
Calcutta 700081, (North) 24 Parganas, West Bengal,

Beneficiary Claim Status Details

Claim ID	31511918
Service No	
Beneficiary Name	GOPAL CHAKRABORTY
Claimed Amount	₹ 12437.00
Approved Amount	₹ 0.00
Processors Remark/Query	Please upload correct bill/invoice for the Prescribed medicine for further processing the claim.
Current claim status	Need More Information [Val]
Last Processed On	08-Aug-2024

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						Accounts	
48	31511918	GOPAL CHAKRABORTY	GOPAL CHAKRABORTY	26/06/2024	12437.00117070.00	Claim Documents Received & Verified Need More Information [Val]	31-Jul-2024 BPA Polyclinic
49	31512330	GOPAL CHAKRABORTY	GOPAL CHAKRABORTY	08/07/2024	2000.00 0 0.00		

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Very Urgent - Dir. RC Kolkata - Cost of Vit. D3 illegally deducted from Reimb. Claim ID 31511918.

1 message

Col Gautam Rajrishi ,SM <dirrckolkata@echhs.gov.in>

Wed, Jul 31, 2024 at 12:48

To: Lt Col Sanjoy Bhattacharyya <saltlake@echhs.gov.in>

Cc: MAJ GEN M NATARAJAN <MDECHS-MOD@nic.in>, Col Anirudh Shekhawat <DIRCOMPLAINTS-MOD@nic.in>, Smt. Mansi Mehta <us-we@desw.gov.in>, Dr. Niten Chandra IAS <secyesw@nic.in>, Col A C Nishil <DIRMEDECHS-MOD@nic.in>, @gmail.com

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Very Urgent - Dir. RC Kolkata - Cost of Vit. D3 illegally deducted from Reimb. Claim ID 31511918.

1 message

Gopal Chakraborty <[redacted]@gmail.com> Tue, Jul 30, 2024 at 19:09
To: echsbpa BPA <echsbpa@utilitsl.com>, Lt Col SC Katoch <shqkolkata@echhs.gov.in>

For your information and necessary action please. Thanks.
Regards,
Anirban Chakraborty
[Quoted text hidden]



https://archive.org/details/@oligarchy_of_india

Beneficiary Claim Status Details

Claim ID 31511918

Service No

Beneficiary Name GOPAL CHAKRABORTY

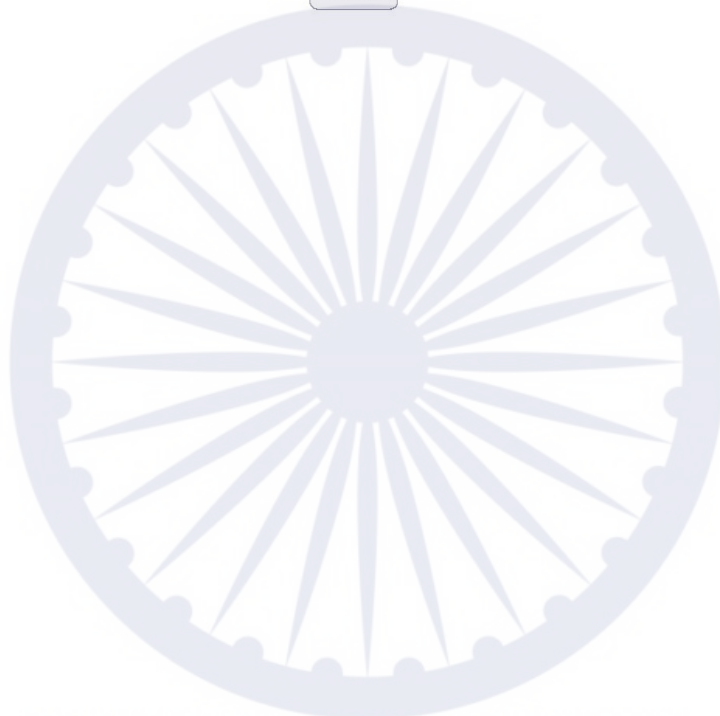
Claimed Amount ₹ 12437.00

Approved Amount ₹ 0.00

Processors Remark/Query Please upload correct bill/invoice for the Prescribed medicine i.e. VIT D3 60,000 IU SACHET so that BPA Validator may be requested to pass the deducted amount

Current claim status Need More Information [App]

Last Processed On 30-Jul-2024

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Very Urgent - Dir. RC Kolkata - Cost of Vit. D3 illegally deducted from Reimb. Claim ID 31511918.

1 message

Gopal Chakraborty <@gmail.com> Tue, Jul 30, 2024 at 10:18
To: Col Gautam Rajrishi ,SM <dirrckolkata@echs.gov.in>
Cc: Lt Col Sanjoy Bhattacharyya <saltlake@echs.gov.in>, Col TG Singh <jdhskolkata@echs.gov.in>, MAJ GEN M NATARAJAN <MDECHS-MOD@nic.in>, Col Anirudh Shekhawat <DIRCOMPLAINTS-MOD@nic.in>, Smt. Mansi Mehta <us-we@desw.gov.in>, secyesw@nic.in, DIRECTOR MEDICAL ECHS <DIRMEDECHS-MOD@nic.in>

Respected Director RC Kolkata,
I have herewith attached the document containing the explanation sought and a follow up complaint in public interest. Please do the needful at the earliest. Thanks.

With regards,
Anirban Chakraborty
S/o Nk Gopal Chakraborty (Retired)
2 No. Motilal Colony, P.O.: Rajbari Colony,
Calcutta 700081, (North) 24 Parganas, West Bengal,

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CAUSE TITLE

Before the Director Regional Centre Kolkata E.C.H.S.

30th July 2024

Ref. No. CPT/AC5A/ECHSRCK/2(2A)

Follow-up Complaint and Explanation

Named Complaint:

The Military Environment foster CDL-2023 but the Civil Environment shrug off CDL-2023, law does not require the individual reimbursement claims to perform the CDL -2023.

Subject Matter: For performance of CDL-2023 no patient is supposed to run from pillar to post for finding the exact form of medicine prescribed. For treatment of osteoporosis with high risk of spinal fracture & the like, Vitamin D3 60,000 IU sachet as prescribed was unavailable in the local pharmacies, for the reason why Vitamin D3 60,000 IU capsule was purchased in the minimum purchase quantity from the local hospital's pharmacy & claimed reimbursement in my father's Claim ID 31511918. The bill processing agency objected, deducted Rs. 369/- from the claim amount, & demanded explanation as to the said deviation. Indian Military has no say in the manner in which owners of pharmacy & supply chain run businesses; thus, objection of BPA on the basis of CDL-2023 is illegal once the patients have been subjected to the uncertainties of the Civil environment.

Anirban Chakraborty

S/o Nk Gopal Chakraborty (Retired)

DELETED

Polyclinic: Salt Lake, Regional Centre: Kolkata, West Bengal

2 No. Motilal Colony, P.O.: Rajbari Colony,
Calcutta 700081, (North) 24 Parganas, West Bengal,

DELETED

📞 DELETED

✉ DELETED

<https://archive.org/details/@calicutofindia>

... The Authorised Representative & Complainant

Versus

UTI Infrastructure Technology and Services Limited (Bill Processing Agency)

&

Ex-Servicemen Contributory Health Scheme

Department of Ex-Servicemen Welfare, Ministry of Defence

of

The Bapuji Cake Health Scheme

... The Defendants

Follow-up Complaint.

Anirban Chakraborty

Urgent. Emailed only.
Publish post reply.

S/o Nk Gopal Chakraborty (Retd.)
2 No. Motilal Colony, P.O.: Rajbari Colony,
Calcutta 700081, (N) 24 Pgs. , West Bengal,

 Oligarchy.of.India@Gmail.com

 <http://oligarchyofindia.iblogger.org>

https://archive.org/details/@oligarchy_of_india

Ref. CPT/AC5A/ECHSRCK/2(2A)
No

To,

Col Gautam Rajrishi
The Director

Regional Centre Kolkata, E.C.H.S.
The Bapuji Cake Health Scheme
Fort William, Calcutta, West Bengal

Dated Calcutta the 30th July 2024.

Subject:

In the matter that cost of Vitamin D3 illegally deducted from Reimb. Claim ID 31511918,
of my E.C.H.S. beneficiary father, Nk Gopal Chakraborty (Retired);
challenging the E.C.H.S. for illegally forcing CDL-2023 down the throat of the beneficiaries
fetching NA medicines not in the Military environment but in the Civil environment ,
thereby causing the beneficiaries to die either in the hands of E.C.H.S. and Military Doctors
or in the hands of the bill processing agency and the Regional Centres.

Requested that Rs. 369/- the cost of Vitamin D3 be reimbursed and other relief.

References:

- 1) Email sent to Director RC Kolkata & others on 26th July 2024
having subject: Very Urgent - Dir. RC Kolkata - Cost of
Vit. D3 illegally deducted from Reimb. Claim ID 31511918.
- 2) Reply email of Director RC Kolkata dated 27th July 2024.

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Respected Soldier,

Cause of action: At the outset, kindly go through the
referred self-explanatory email communications with Regional
Centre Kolkata Director Col Gautam Rajrishi. This is to give
explanation as sought in the paragraph three of the Director's
reply dated 27th July 2024, and to seek redressal for the
complaint made in my email dated 26th July 2024 and the follow-up
complaint made herein.

Contentions:

Part 1: Legal Ground

To cut down budget and expenditure of the E.C.H.S., the senior medical fraternity took the following actions:

- reduced approval to one or two forms of the polymorphous medicines, which have the same functional chemical and the same therapeutic value but is available in different forms like tablets, capsules, powder, liquid, and injections;
- disapproved branded medicines, to promote the cheapest Make in India medicines;
- advised to reduce the number of imported medicines¹;
- disapproved most of the combination medicines, which help the aged and forgetful patients in keeping up with their prescribed treatment plan;
- disapproved approximately 3000 unessential medicines, which are being licenced by the Indian Government just to drive the Indian economy, increase GDP, and make dents on the pockets of the people availing treatment from either private hospitals or non-empanelled hospitals.

In this way from then existing 4500 medicines, the final list of about 1500 vital and essential medicines have been come upon, named CDL-2023, and decided to be supplied in the Central Government medical facilities like E.C.H.S. Polyclinics and the Military Hospitals across India.

Every medical professional, under the command or control of the Indian Military, has to prescribe medicines within the limits stipulated by the CDL-2023, be it E.C.H.S. Polyclinics' Medical Officer or Dental Officer, Military Hospitals' Specialist, or Empanelled Hospitals' Doctor:

3(d)² All the empanelled hospitals will have to be informed that the medicines should be prescribed from this list. If any new drug is required to be added to the list, a detailed essentiality certificate should be forwarded and will follow a due process before inclusion.

4(a) Demands from the polyclinic will be strictly in accordance to the CDL-2023 with immediate effect.

4(e) IT Changes required.

(iv) Training and Adoption:- Conduct training sessions for MOs to effectively use the apps and empower³ them to prescribe medicines from the CDL-2023 accurately.

¹ Page 5 (pdf 4) of SOP Medicine Management, 5th Sep 2017.

² C.O. E.C.H.S.'s letter no. B/49769/AG/ECHS dated 19th Oct 2023.

³ Where number of drugs at disposal of Medical Officers have been reduced from 4500 to 1500, which as per paragraph 3(a) forms 80-90% of demand made by the Medical Officers; then, for implementing CDL-2023, the use of the word "empower" the Medical Officers to prescribe medicines is outright deceptive and so abhorrent that as per paragraph 4(g)(v) the Central Government needs deployment of Military to implement security measures to maintain the safety and security of the Polyclinics' staff.

The aged and helpless patients, taken care of by the E.C.H.S., at the risk of losing limbs or lives have to ensure that the treating Non-empanelled Hospitals' doctors prescribe medicines within the limits stipulated by the CDL-2023 even in the emergency conditions; otherwise, in the hands of the bill processing agency, UTI ITSL, the patients risk losing the right to reimbursement of the cost of the treatment.

CDL-2023 regulates what medicines and in which form of a medicine are made available to the patients at the dispensaries of the E.C.H.S Polyclinics and medical stores of the Military Hospitals, either procured by the Senior Executive Medical Officers of the Military Hospitals or supplied by the Authorised Local Chemists:

4(c) ⁴ Procurement Adherence.

(i) The SEMOs will strictly adhere to the policy of procuring medicines only from the CDL-2023, even if inadvertently the monthly or quarterly demands from PCs exceed the same.

(ii) The RCs will monitor procurement activities and ensure compliance with the CDL-2023 procurement policy. ...

4(d) Legacy Medicines Management.

(ii) SDCPL will put in place a system where only the drugs in the CDL-2023 will be demanded from SEMO or be procured through ALC. No NA will be generated for drugs not in the CDL-2023 list.

I am not questioning why polymorphism of medicines has been restricted in the CDL-2023 for the reason why the bill processing agency has objected purchasing Vitamin D3 Capsule instead of Vitamin D3 Sachet, indexed in S.No. 1042 and Item ID 3463 - what the Central Government provides is the cheap and often substandard medicines at the cost of the lives of the patients:

My PGPORTAL docket nos. MODEF/E/2023/0007238 and 0007253.

12. ⁵ Price Agreement ... All out effort will be made at SEMO and/or Formation/MG (Medical) at HQ Command level to ensure this so that medicines demanded are made available at the best price possible to economise the budget expenditure. Rate Enquiry model can be adopted for the medicines available at lower rates than quoted in Price Agreement. **Least cost will be the prime criteria for medicine procurement** without affecting the patients adversely.

3(a) ⁶ The CDL-2023 will have all the vital and essential drugs, which form 80-90% of the demand but take up less of the budget.

⁴ C.O. E.C.H.S.'s letter no. B/49769/AG/ECHS dated 19th Oct 2023.

⁵ Page 5 (pdf 6) of SOP Medicine Management, 5th Sep 2017.

⁶ C.O. E.C.H.S.'s letter no. B/49769/AG/ECHS dated 19th Oct 2023.

What I am hereby emphasising is that the Military has no command or control over the supply chain, open market, and pharmacies, and the Military has absolutely no say in the manner in which an owner runs its pharmacy and what medicine it sells; thus, neither pharmaceutical factory, distributor, nor pharmacy is regulated by the CDL-2023. In other words, CDL-2023 exists in the Military environment but does not exist in the Civil environment:

...., and the changes which the matter undergoes under different conditions and the laws that govern the changes⁷.

When the Military fails to arrange the prescribed medicines or it has run out of funds to purchase the same from the Authorised Local Chemists, the patients are asked to purchase the same from pharmacies and claim reimbursements of the costs of the medicines.

Reason for purchasing Vitamin D3 Capsules

In our locality, there are four pharmacies, two at 2.5 No. Airport Gate are small and did not have Vitamin D3 Sachet; one at 2 No. Airport Gate also did not have Vitamin D3 Sachet, but offered to provide on making an order with obnoxious conditions that all NA medicines in the E.C.H.S. computer printed prescription have to be ordered and 50% advance had to be made; it is coercive tied selling used as a means of price discrimination, which is illegal; thus, the minimum purchase quantity, i.e. one packet containing one strip, of Vitamin D3 Capsules of power 60,000 IU each as prescribed was purchased from the pharmacy of the Phoenix Hospital at 2 No. Airport Gate.

With osteoporosis, osteophytes, sclerosis of both knees rendering walking to the pharmacies at distances difficult, my father had no luxury to follow CDL-2023 - I could have made a trip to Mehata Building, Garia Trade Centre, or Bagri Market, and surely purchased one Vitamin D3 Sachet, but I shall not further this point because not every patient is that fortunate.

Removal of 3000 legacy medicines and restriction on polymorphism of medicines in CDL-2023 offers no latitude to the patients, who are subjected to uncertainty, vulnerability, and constant flux of the Civil environment. The patients are neither supposed to run from pillar to post to purchase the exact form of medicine prescribed for performance of the CDL-2023 nor supposed to face hardship and mental harassment in the hands of the bill processing agency and the E.C.H.S. for purchasing alternative form of the medicine. At the benchmark of CDL-2023, which exists only in the Military environment, processing the individual reimbursement claims affected by the Civil environment, and consequent deduction of the amounts claimed is prejudicial and outright illegal. This is unfair trade practice, unfair trade practice, and unfair trade practice.

⁷ Extracted from the textbook definition of Chemistry.

Part 2: Counterblast

Due to this menace, majority of the patients tend to visit E.C.H.S. Polyclinics while the fund lasts for Local Purchase from the Authorised Local Chemists. This results into footfalls of so many patients in peak days at the Polyclinics that makes the Medical Officers regretful and leaves the patients with high hopes from the next visit.

At the end of month, therefore, my father being high risk patient visits the Polyclinic to get sufficient time and attention of the Medical Officer for treatment. The bill processing agency and the Regional Centre Kolkata, however, mars that by authorising less reimbursement amount than claimed for purchase of the medicines Not Available at the Polyclinic, and leaves my father with little pension for purchasing the medicines Not Available in the Polyclinic, which in toto amounts to denial of prescribed medicine and treatment. The fact remains that the cause of action amounts to denial of Vitamin D3 to my father, which is essential for treatment of osteoporosis.

The grim reality of the Central Government, the Indian Military, and the E.C.H.S., having CDL-2023 forced down the throat of the aged and helpless patients subjected to the Civil environment, is that the patients die either in the hands of the Medical Officers and Service Specialists or in the hands of the bill processing agency and the Regional Centres E.C.H.S. **This will be RTI Investigated, highlighted in Court, and exposed in public domain.**

Part 3: Disgrace

It is in interest of the patients that to even out their footfalls at the Polyclinics, Memorandum of Agreement be made with numerous pharmacies that are willing to provide to the beneficiaries on cashless basis the medicines Not Available in the Polyclinics, later the E.C.H.S. will pay the bills and interest thereon.

It is very unfortunate that such intrinsic deficiency in service of the E.C.H.S. has never been remedied. In the Memorandum of Agreement, 2022, with the Empanelled Hospitals, **the Central Government offered no guaranteed payment of bills by entirely omitting the payment clause:** "... payment of hospital claims (admissible amount) is done expeditiously". Huge amount of bills are pending for payment⁸ by the Government of India for the reason why the Empanelled Hospitals are refusing cashless treatment to the patients "on the pretext of flimsy reasons..."⁹.

⁸ Para 1(iv), DESW FileNo. 22D(01)/2018/(WE)/D(Res-1), 25th Sep19.

⁹ Para 1 of the C.O. E.C.H.S. letter dated 21st July 2023 and no. B/49770/AG/ECHS/Treat/Policy/2022.

Requisition: Please,

- 1) Convince the bill processing agency, UTI ITSL, that my father purchased Vitamin D3 Capsule of 60,000 IU instead of Vitamin D3 Sachet of 60,000 IU under the conditions beyond control as stated in the section **Reason for purchasing Vitamin D3 Capsules.**
- 2) Pass order for reimbursement of the cost of one packet of Vitamin D3 Capsules in the Claim ID 31511918, which is the minimum purchase quantity containing one strip of twelve capsules.
- 3) Allow some latitude to the patients to purchase polymorphous/alternative medicines, drawing exception in CDL-2023 for the individual reimbursement claims.
- 4) Allow relaxation of CDL-2023 for the individual reimbursement claims for obtaining treatment in Non-empanelled Hospitals in emergency conditions.
- 5) Just like Empanelled Hospitals, bring into existence Empanelled Pharmacies at every nook and corner of the nation for providing NA medicines to the patients on cashless basis.
- 6) Kindly bring into notice of C.O. E.C.H.S., D.E.S.W., and D.G.A.F.M.S. the harm caused by Prime Minister Mr. Modi and its National Health Authority due to CDL-2023 and UTI ITSL.

In case cost of Vitamin D3 Capsule is not reimbursed:

You are requested to approve the payment of Rs. 11,707/- that has been recommended for approval in the Claim ID 31511918 as on 25th July 2024. Otherwise, my father will be deprived of pension and medical treatment, which is violation of the right to life.

For the rest of the amount not reimbursed out of the original amount claimed of Rs. 12,437/-, which comprises the cost of Vitamin D3 capsules, spirit, and cotton, my father shall move to the District Consumer Forum against the E.C.H.S. for the amount, interest thereon, compensation for mental harassment, violation of the right to life, recovery of litigation cost, and necessary directions against such unfair trade practices and inhumane behaviour.

About the Bapuji Cake Health Scheme:

Herein again I repeat what I have written in many correspondences with the Central Government:

In West Bengal, Bapuji Cake costs Rs. 7 and Monginis cake costs above Rs. 300. You know the standard of government service is reasonable, neither the best nor the worst, just because no person in this country, rich or poor, should die without ever having the taste of cake - at least of Bapuji cake. This explains why Swasthyasathi card holders (W.B.

Govt.) and E.C.H.S. and C.G.H.S. card holders (Central Govt.) are sometimes refused services¹⁰ by costly hospitals (with exception BM Birla). C.G.H.S. and E.C.H.S. are here to assure the beneficiaries that they will live in their sunset years with dignity and independently; but sadly, compromise is the best advocate, as no patient is supposed to get ambulated to an advocate's chamber instead of a doctor's clinic.

I would rather say Bapuji Cake Health Scheme than saying Central Government Health Scheme and Ex-servicemen Contributory Health Scheme - this is not mockery of the C.G.H.S. and the E.C.H.S. on which lives of many beneficiaries and that of my parents are dependent, but criticism of the Govt. with constructive feedback. **It is my earnest request to you to keep in mind that herein Bapuji Cake Health Scheme refers to the C.G.H.S. and the E.C.H.S.**

Thanks.

Hopefully, &c.,

Place: Dum Dum, Calcutta.

(Signed) ANIRBAN CHAKRABORTY Enclosures: (List of PDF Files)
The complainant, (0.1) PAN & ECHS Cards RS.pdf
patient-party, and (1.1) 27th July 2024, Replied Dir. RC
authorised Gmail - Very Urgent - Dir. RC Kolkata -
representative. Cost of Vit. D3.pdf
(1.2) Vitamin D3 Purchased Packet & Strip
RS.pdf
(Signed) (2.0) 26th July 2024, Sent Gmail - Very
NK GOPAL CHAKRABORTY Urgent - Dir. RC Kolkata - Cost of Vit.
Ex-serviceman and D3.pdf
E.C.H.S. (2.1) ECHS Claim 20240725 DETAILS .pdf
beneficiary. (2.2) ECHS Claim 20240725 B.pdf
(2.3.1) Dexa Scan Report 20240411 RS.pdf
(2.3.2) Vitamin D3 Report 20240722.pdf
(2.4.1) Phoenix Medicine Bill 20240626.pdf
(2.4.2) ECHS Prescription 20240626 RS.pdf
(2.5) 27th July 2024, Reminder Gmail -
Very Urgent - OIC PC Salt Lake is
requested for acknowledgements.pdf

Copy forwarded for information and necessary action to:

- i. Officer-in-Charge, E.C.H.S. Polyclinic Salt Lake.
- ii. Joint Director Hospital Supply, RC Kolkata, Fort William.
- iii. E.C.H.S. Cell, Station HQ Bengal Sub Area.
- iv. Managing Director, C.O. E.C.H.S. New Delhi.
- v. Director Complaints & Litigations, C.O. E.C.H.S.
- vi. Director Medical, C.O. E.C.H.S.
- vii. US (WE) and Secretary, D.E.S.W.

¹⁰ C.O. E.C.H.S. letter no. B/49770/AG/ECHS/Treat/Policy/2022 dt. 21st July 2023.

AFFIDAVIT

I Nk Gopal Chakraborty (Retired) aged about 61 years being aggrieved E.C.H.S. beneficiary do hereby affirm that my authorised representative, Anirban Chakraborty, has read me the contents of this complaint to my understanding and satisfaction.

(GOPAL CHAKRABORTY)

I Anirban Chakraborty S/o Nk Gopal Chakraborty (Ex-Army) aged about 36 years being an Indian citizen and in the capacity of being the offspring, authorised representative, and the patient-party of the E.C.H.S. beneficiary; do hereby solemnly affirm that the statements made in this complaint are true to my knowledge and information received and the rest are my humble submissions.



(ANIRBAN CHAKRABORTY)

C% B

ORIGINAL

Statutory Notice

Details contained herein like contact information, enclosures and IDs are personal, which is solely intended for the addressee(s) herein mentioned; it has no relation to any Third Party. Indexing by search engines and publication in websites of personal details and documents would attract contempt of Court, vide W.P. 33290(W) of 2013, Calcutta High Court. Such publication is in contravention to the Office Memorandum of Department of Personnel and Training being no. 1/31/2013-IR dated 8th Jan 2014, too. To prevent misuse or theft of personal details inadvertently published, Third Party, if obtains a copy of this unredacted document anyhow, is required to delete the copy immediately.

Published

Calcutta High Court Division Bench, APOT 261 of 2024:

Every member of the public has the right to know the truth and if the truth is in the public interest, a member of the public has every right to expose it. ... But expression of this freedom is subject to certain conditions under the law of defamation. The first is that it should stand the test of justification or truth or must be a fair comment or the maker of the statement must owe a duty to the persons to whom the defamatory statement was published, which is described as qualified privilege. If the maker fails the test he is liable to pay damages in the civil action and may be charged with commission of an offence. EoD

Each soft gelatin capsule contains:
Cholecalciferol IP
(Vitamin D3).....1500 mcg \approx 60,000 Units
Excipients.....q.s.

Appropriate overages of vitamin added
to compensate for loss on storage.

Dosage: As directed by the Physician.

Warning : To be sold by retail on the
prescription of a Registered Medical
Practitioner only.

Store at or below 25°C.
Protected from light in dry place.

Keep out of reach of children.

Manufactured in India by :
Indchemie Health Specialities Pvt. Ltd.
Plot No.: 7, OIDC,
Mahatma Gandhi Udyog Nagar,
Dabhel, Daman-396 210.

Mfg. Lic. No.: DD/303



8 902269 524827

Marketed by:



ALKEM

ALKEM LABORATORIES LTD.

ALKEM HOUSE,
Senapati Bapat Marg,
Lower Parel, Mumbai - 400 013.

® Registered Trade Mark
To report a product query
& adverse drug event, please
reach us at - contact@alkem.com



B.No. 24510041
MFG. JAN. 2024
EXP. DEC. 2025
M.R.P. ₹413.68 PER 12 CAPSULES
(INCLUSIVE OF ALL TAXES)

101-150041

अपराइज-डी₃ 60 K

1 Blister Strip of 12 Capsules

Cholecalciferol Capsules USP
Uprise-D₃ 60 K

Uprise-D₃ 60 K

अपराइज-डी₃ 60 K

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Uprise-D₃ 60 K

Dose 1
Dose 2
Dose 3
Dose 4
Dose 5
Dose 6
Dose 7
Dose 8
Dose 9
Dose 10
Dose 11
Dose 12

Cholecalciferol Capsules USP

60 K

Store at or below 25°C.
Protected from light in dry place.

Keep out of reach of children.

Mfg. Lic. No.: DD/303

Manufactured in India by :
Indchemie Health Specialities Pvt. Ltd.
Plot No.: 7, OIDC, Mahatma Gandhi
Udyog Nagar, Dabhel, Daman-396 210.

Marketed by:

ALKEM LABORATORIES LTD.

ALKEM HOUSE,
Senapati Bapat Marg,
Lower Parel, Mumbai - 400 013.

® Registered Trade Mark
To report a product query & adverse drug event,
reach us at - contact@alkem.com

PF 01561

EXP. DEC. 2025
PER 12 CAPS.

Abbreviated Prescribing Information
Vitamin D3 (Cholecalciferol) is a fat soluble vitamin that helps
the body to absorb calcium & in maintenance of bone & to
prevent bone calcium loss by counteracting the effects of
parathyroid hormone secretion. It is essential for the body
to maintain normal blood calcium levels. It is also very
important for the body to maintain normal blood calcium
so that the body can function properly. Vitamin D3 through
supplementation can help
to attain normal Vitamin D levels in the body.

Warning : To be sold by retail on the prescription
of a Registered Medical Practitioner only.

Dosage: As directed by the Physician.

Keep out of reach of children.

Mfg. Lic. No.: DD/303

Manufactured in India by :
Indchemie Health Specialities Pvt. Ltd.
Plot No.: 7, OIDC, Mahatma Gandhi
Udyog Nagar, Dabhel, Daman-396 210.

Marketed by:

ALKEM LABORATORIES LTD.

ALKEM HOUSE,
Senapati Bapat Marg,
Lower Parel, Mumbai - 400 013.

® Registered Trade Mark
To report a product query & adverse drug event,
reach us at - contact@alkem.com

PF 01561

EXP. DEC. 2025
PER 12 CAPS.

Uprise-D₃ 60 K

Cholecalciferol Capsules USP

1 Blister Strip of 12 Capsules

Store at or below 25°C.
Protected from light in dry place.

Keep out of reach of children.

Mfg. Lic. No.: DD/303

Manufactured in India by :
Indchemie Health Specialities Pvt. Ltd.
Plot No.: 7, OIDC, Mahatma Gandhi
Udyog Nagar, Dabhel, Daman-396 210.

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To report a product query & adverse drug event,
reach us at - contact@alkem.com

PF 01561

Accounts

Review

Required 29-
by MO [RC. Jul-2024
Dir]

Need More 23-
Information Jul-2024
[Val]

Polyclinic

4831511918 GOPAL GOPAL 26/06/2024 12437.00 1170711707.00
CHAKRABORTY CHAKRABORTY

4931512330 GOPAL GOPAL 08/07/2024 2000.00 0 0.00
CHAKRABORTY CHAKRABORTY

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Very Urgent - Dir. RC Kolkata - Cost of Vit. D3 illegally deducted from Reimb. Claim ID 31511918.

1 message

Col Gautam Rajrishi ,SM <dirrckolkata@echhs.gov.in>

Sat, Jul 27, 2024 at 13:47

To: Lt Col Sanjoy Bhattacharyya <saltlake@echhs.gov.in>

Cc: Col TG Singh <jdhsrkolkata@echhs.gov.in>, Lt Col Sanjoy Bhattacharyya <saltlake@echhs.gov.in>, MAJ GEN M NATARAJAN <MDECHS-MOD@nic.in>, Col Anirudh Shekhawat <DIRCOMPLAINTS-MOD@nic.in>, Smt. Mansi Mehta <us-we@desw.gov.in>, @gmail.com

1. Please refer mail forwarded by the ECHS beneficiary.
2. It is submitted that this RC initiated a NMI stating that both the medicines are of similar nature but the BPA has not agreed because of the following grounds:-
 - (a) The prescribed medicine by MO your Polyclinic on 26 Jun 2024 was **Vit D3 60,000 iu sachet** .
 - (b) The medicine purchased by the ECHS beneficiary as per the invoice/ bill of Phoenix Medical Store dt 26 Jun 2024 is **UPRISE D3 60K CAPSULE**.
3. It is requested to ask explanation from the ECHS beneficiary as to why **UPRISE D3 60K CAPSULE**.was purchased while the prescribed medicine was **Vit D3 60,000 iu sachet**.
4. The ECHS beneficiary may kindly be advised to produce bill for **Vit D3 60,000 iu sachet** and upload accordingly in the BPA Portal; a NMI is being given to your PC for the same by this RC.
5. For kind information to the ECHS beneficiary and further necessary action pl.

with best wishes**Director ECHS RC Kolkata**
Ex Servicemen Contributory Health Scheme
HQ Eastern Command

[Quoted text hidden]

Very Urgent - OIC PC Salt Lake is requested for acknowledgements and necessary action please.

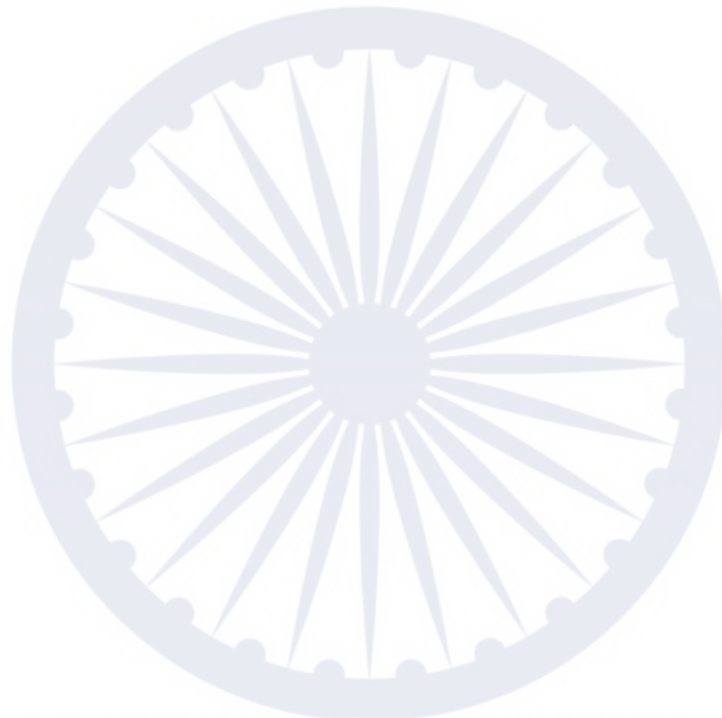
1 message

Gopal Chakraborty <@gmail.com> Sat, Jul 27, 2024 at 09:59
To: Col Soumitra Mukherjee <saltlake@echs.gov.in>
Cc: Dir RC Kolkata ECHS <dirrckolkata@echs.gov.in>, Jt Dir (Med) Hospital Supply ECHS <jdhskolkata@echs.gov.in>, MANAGING DIRECTOR ECHS <MDECHS-MOD@nic.in>, DIRECTOR (COMPLAINTS & LITIGATION) <DIRCOMPLAINTS-MOD@nic.in>

? Respected Officer-In-Charge PC Salt Lake,
I need you to acknowledge the receipt of my emails dated 25th and 26th July 2024, and please send the letter attached with the email dated 25th July 2024 with a forwarding letter having a reference no. to the RC Kolkata with copy forward to me.

Please do the needful at the earliest for both the issues. Thanks.

With regards,
Anirban Chakraborty
S/o Nk Gopal Chakraborty (Retired)
2 No. Motilal Colony, P.O.: Rajbari Colony,
Calcutta 700081, (North) 24 Parganas, West Bengal,



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Very Urgent - Dir. RC Kolkata - Cost of Vit. D3 illegally deducted from Reimb. Claim ID 31511918.

1 message

Gopal Chakraborty <@gmail.com>

Fri, Jul 26, 2024 at 09:05

To: Dir RC Kolkata ECHS <dirrcolkata@echhs.gov.in>

Cc: Jt Dir (Med) Hospital Supply ECHS <jdhskolkata@echhs.gov.in>, Col Soumitra Mukherjee <saltlake@echhs.gov.in>, MANAGING DIRECTOR ECHS <MDECHS-MOD@nic.in>, DIRECTOR (COMPLAINTS & LITIGATION) <DIRCOMPLAINTS-MOD@nic.in>, us-we@desw.gov.in

To,
The Director
Regional Centre Kolkata

Subject: Cost of Vit. D3 illegally deducted from Reimb. Claim ID 31511918.

Respected Soldier,

The bill processing agency and the Joint Director Hospital Supply Regional Centre Kolkata have deducted the cost of Vitamin D3 (Rs. 369/-) from the Claim ID 31511918 of my father, Nk Gopal Chakraborty (retd.), which is now pending for approval on your part.

As per CDL 2023 page no. 25, it is at S.No. 1042 and has Item ID 3463, and it is being prescribed to my father as part of treatment for Osteoporosis with High Risk of Fracture.

In CDL 2023 CO ECHS Letter no. B/49769/AG/ECHS dt. 19th Oct 2023 it is stated at page no. 2 "4(a) ... No NA is to be given for ... vitamins, or supplements. Only the vitamins can be prescribed, if it is the part of the treatment."

I need you to understand that Vitamin D3 for treatment of osteoporosis is different from Multivitamin prescribed as dessert for nonspecific ailment, and that NA has been given for it in the prescription.

Day by day, I see my senior citizen father withering to the extent that mobility has been affected now and strength diminishing. That now having high risk of fracture of spinal cord and the like due to Osteoporosis as mentioned in the Dexa report and the Contingent Bill, I doubt the credentials of the Joint Director Hospital Supply Regional Centre Kolkata qua doctor for not realising that Vitamin D3 is essential for my father and cost of the same must be reimbursed without which the damage that could happen to my father cannot be compensated.

If the E.C.H.S. desperately cut down the life support of my father this way, I shall within ten days from date without legal notice been served drag the E.C.H.S. to the District Consumer Forum and the Joint Director HS RC Kolkata to the Medical Council.

In reply I demand the Medical Registration Number and Name of the Medical Council where registered of the Joint Director Hospital Supply Regional Centre Kolkata.

My father is entitled to reimbursement of the cost of Vitamin D3. So, before you approved the said reimbursement claim, please make the needful correction.

Before you give approval for deduction from the amount claimed for reimbursement, why do not you give the beneficiaries an opportunity for hearing, which would reduce litigation costs?

Particulars of my father:
Nk Gopal Chakraborty (retired)

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Polyclinic: Salt Lake, Regional Centre: Kolkata, West Bengal

Thanks.

Enclosures: List of files attached.

- (1) ECHS Claim 20240725 DETAILS .pdf
- (2) ECHS Claim 20240725 B.pdf
- (3.1) Dexa Scan Report 20240411 RS.pdf
- (3.2) Vitamin D3 Report 20240722.pdf
- (4.1) Phoenix Medicine Bill 20240626.pdf
- (4.2) ECHS Prescription 20240626 RS.pdf

With regards,
Anirban Chakraborty
S/o Nk Gopal Chakraborty (Retired)
2 No. Motilal Colony, P.O.: Rajbari Colony,
Calcutta 700081, (North) 24 Parganas, West Bengal,

Beneficiary Claim Status Details

Claim ID	31511918
Service No	
Beneficiary Name	GOPAL CHAKRABORTY
Claimed Amount	₹ 12437.00
Approved Amount	₹ 11707.00
Processors Remark/Query	Under Process
Current claim status	Recommended for Approval [RC]
Last Processed On	25-Jul-2024

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